

UMSA Resident Satisfaction Survey

Dear Miami-Dade County Resident:

Recently your household was sent a postcard from County Manager Steve Shiver stating that your household was randomly selected to participate in the 2003 Resident Satisfaction Survey. Miami-Dade County government wants to improve its services and it needs to hear your views to better meet your service expectations. This questionnaire will take you about 10 - 15 minutes to complete and we appreciate your participation.

This survey should only be completed by residents of Miami-Dade County (i.e., people who live within Miami-Dade County). The Hay Group, an internationally recognized survey research firm, is handling all processing of the results. Please be assured that all responses will be grouped together and remain **anonymous**. Your input in this random sample is very important and your responses will be treated **confidentially**. If a question does not apply to you, or you have no idea how to answer, skip it or circle the choice labelled "Don't Know or Not Applicable".

Please note: By turning this survey over, you may complete it in Spanish.

Please reply within 5 days using the enclosed pre-paid, pre-addressed envelope to the Hay Group. If you have any questions, please contact Miami-Dade's survey hotline at 305-375-1111 or e-mail to hayinsight@haygroup.com. Thank you in advance for your participation.

IN GENERAL

1. Overall, how would you rate Miami-Dade County as a place to live? Choose ONE answer by circling the number:

1. One of the best places to live
2. Above average
3. Average
4. Below average
5. One of the worst

How would you rate Miami-Dade County regarding each of the following? Choose ONE answer for each line across:

	Very Good	Good	So-So	Poor	Very Poor	Don't Know
2. As a place to raise children	1	2	3	4	5	6
3. As a place to work	1	2	3	4	5	6
4. As a place to retire	1	2	3	4	5	6
5. As having a sense of community	1	2	3	4	5	6
6. As having quality job opportunities	1	2	3	4	5	6
7. As a place that offers recreational and cultural activities	1	2	3	4	5	6
8. Overall appearance of Miami-Dade County	1	2	3	4	5	6

9. When you think of Miami-Dade County government, what comes to mind? Write your answer below:

SERVICES

10. How much do you know about the services provided by Miami-Dade County government? Choose ONE answer:

1. A great deal
2. Quite a bit
3. Some
4. Little
5. Very little

11. Overall, how would you rate the services provided by Miami-Dade County government? Choose ONE answer:

1. Very good
2. Good
3. So-so
4. Poor
5. Very poor
6. Don't know

How would you rate each of the following government-managed services, programs, or attributes? Choose ONE answer for each line across:

	Very Good	Good	So-So	Poor	Very Poor	Don't Know
12. Street cleanliness/smoothness	1	2	3	4	5	6
13. Street signs	1	2	3	4	5	6
14. Property tax appraisal and collection	1	2	3	4	5	6
15. Building code enforcement and permit process	1	2	3	4	5	6
16. Library services	1	2	3	4	5	6
17. Fire service	1	2	3	4	5	6
18. Parks ground maintenance	1	2	3	4	5	6
19. Recreation programs and facilities	1	2	3	4	5	6
20. Trash and recycling collection	1	2	3	4	5	6
21. Police	1	2	3	4	5	6
22. Storm drainage (water run-off)	1	2	3	4	5	6
23. Health and human services (e.g., Head Start, elderly, disabled services, etc.)	1	2	3	4	5	6

CUSTOMER SERVICE

24. When you need to contact the County government directly, what is the primary resource you use to find out where to call or visit? Choose ONE answer:

1. Blue pages (telephone book)
2. Miami-Dade Television Cable Channel (MDTV)
3. Miami-Dade County Answer Center (305-468-5900)
4. Call 411
5. Website (miamidade.gov)
6. Other _____

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25. How helpful is this resource? *Choose ONE answer:*

1. Very helpful
2. Quite helpful
3. Somewhat helpful
4. Of little help
5. Of no help

26. Have you personally contacted, either by phone or in person, any Miami-Dade County government departments in the last 6 months? *Choose ONE answer:*

1. No (**Skip to Q. 35**)
2. Yes, once or twice
3. Yes, three to five times
4. Yes, six times or more

27. Regarding which service did you need to most recently contact Miami-Dade County government?

Thinking about that most recent contact experience, would you say you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree with the following? *Choose ONE answer for each line across:*

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't Know/Not Applicable
28. It was easy to find the person I was looking for	1	2	3	4	5	6
29. I was able to get my question/concern resolved	1	2	3	4	5	6
30. The employees that assisted me were courteous and professional	1	2	3	4	5	6
31. The employees went the extra mile to get my issue heard and resolved	1	2	3	4	5	6
32. I was directed to the right person when my first contact was unable to help	1	2	3	4	5	6

33. All in all, how satisfied were you with this experience? *Choose ONE answer:*

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied

34. How many individuals did you need to interact with until you got your issue or concern addressed? _____ # of contacts.

35. (**Skip this question if you have contacted the County government in the last 6 months**) If you have not personally contacted Miami-Dade County government, would you say that the main reason was...? *Choose ONE answer:*

1. You had no need to contact
2. You tried to, but it was too difficult to make the contact
3. You wanted to, but felt it would be too difficult or it would be of no value
4. Other

CONTACT

36. If you needed to call the County government, after how many rings would you expect the telephone to be answered?
_____ # of rings

37. If you called the County government and your request for information could not be addressed immediately, how long would you expect someone to get back to you? *Write in a number and circle the timeframe* _____ min / hr / days

38. If you called the County government and the person who first answers the phone could not address your request for information, how many transfers to find the right person would you consider as acceptable? _____ # of transfers

39. If you visited a County government office and did not have an appointment, how long would you consider it acceptable to wait? _____ min.

ABOUT YOUR NEIGHBORHOOD

How would you rate the following aspects of the Police Service you receive? *Choose ONE answer for each line across:*

	Very Poor	So-So	Good	Very Good
40. Enforcement of basic standards of conduct (e.g., traffic, noise, loitering, etc.)	1	2	3	4
41. Prevention of property crimes	1	2	3	4
42. Prevention of violent crimes (bodily crimes)	1	2	3	4
43. Emergency response time	1	2	3	4
44. Ease of access to the Police	1	2	3	4
45. Courtesy of the officers	1	2	3	4

46. All in all, how satisfied are you with the Police service you receive? *Choose ONE answer:*

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied

47. All in all, how safe do you feel walking alone in your neighborhood during the day? *Choose ONE answer:*

1. Extremely safe
2. Quite safe
3. Safe
4. Unsafe
5. Very unsafe

48. All in all, how safe do you feel walking alone in your neighborhood during the evening? *Choose ONE answer:*

1. Extremely safe
2. Quite safe
3. Safe
4. Unsafe
5. Very unsafe

Thinking about just your neighborhood, would you rate each of the following as a major problem, minor problem, or not a problem? Choose **ONE** answer for each line across:

		Not a Problem	Minor Problem	Major Problem
49.	Vacant lots or abandoned properties	1	2	3
50.	Homelessness in your neighborhood/area	1	2	3
51.	Pollution	1	2	3
52.	Flooding	1	2	3
53.	Amount of run-down houses and buildings	1	2	3
54.	Litter, debris, abandoned cars, etc.	1	2	3
55.	Loitering youth	1	2	3
56.	Congestion on the roadways	1	2	3
57.	Crime	1	2	3
58.	Graffiti	1	2	3
59.	Lack of recreational and park services	1	2	3
60.	Lack of access to affordable housing	1	2	3

COMMUNICATIONS

61. Where do you usually get your "news" about the County government? Choose **ONE** answer:
1. Neighbors or friends
 2. Radio
 3. Television (e.g., MDTV, evening news, etc.)
 4. Newspaper (e.g., County Citizen, Herald, etc.)
 5. Website (miamidade.gov)
 6. Other _____
62. In what light does this news generally portray County government? Choose **ONE** answer:
1. It puts the County government in a very positive light
 2. Sometimes positive, sometimes negative, but overall positive
 3. Neither positive nor negative
 4. Sometimes positive, sometimes negative, but overall negative
 5. Very negative
63. Do you feel this information is credible? Choose **ONE** answer:
1. Very credible
 2. Quite credible
 3. Somewhat credible
 4. Of little credibility
 5. Of no credibility

TAXES

64. To what extent do you agree or disagree with the following statement: Taxes are too high, just right, or too low for the amount and quality of County services that I am receiving. (Just think of taxes paid to Miami-Dade County and not to the Miami-Dade County School System, which is a separate entity.) Choose **ONE** answer:
1. Too High
 2. Just Right
 3. Too Low

65. Is there another community in Miami-Dade County you feel receives better services than the area that you now live in? Choose **ONE** answer:
1. Yes
 2. No (**Skip to Q.69**)

66. What community is that?
- _____

67. What service or particular aspect of a service do you feel they receive that is better than what you now receive?
- _____
- _____

68. How much more would you be willing to pay a year to receive that level or quality of service?

\$ _____

INCORPORATION

69. How much do you feel you know about incorporation in your area? *Incorporation is defined as creating a city, town or village within Miami-Dade County. Examples include the Cities of Hialeah, South Miami or Coral Gables.* Would you say you have...? Choose **ONE** answer:
1. A great deal of understanding
 2. Good understanding
 3. Some understanding
 4. Little understanding
 5. No understanding
70. How much discussion or interest has there been in your area about incorporating? Choose **ONE** answer:
1. A great deal of discussion or interest
 2. Good amount
 3. Some
 4. Very little
 5. No discussion/interest
 6. Don't know/don't care
71. What resource do you primarily use to receive information about incorporation? Choose **ONE** answer:
1. Newspapers (like Miami Herald, the Citizen, etc.)
 2. Community neighborhood meetings (Municipal Advisory Committees, others)
 3. Condominium meetings
 4. Homeowners association
 5. TV and/or radio
 6. Conversations with friends or neighbors
 7. Other

Thinking about incorporation for your area, to what extent do you agree or disagree with each of the following statements? Choose **ONE** answer for each line across:

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
72.					
Overall, incorporating would be good for our area	1	2	3	4	5

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
73. The services we would receive after incorporating would improve	1	2	3	4	5
74. Property values would increase after incorporating	1	2	3	4	5
75. Land development/zoning would improve after incorporating	1	2	3	4	5
76. The value of service received for our tax dollars would be better if we incorporated	1	2	3	4	5
77. Taxes would increase if we incorporate	1	2	3	4	5

For each of the following services, to what extent do you feel these would change if you incorporate? Choose ONE answer for each line across:

	Definitely Get Worse	Probably Get Worse	Stay the Same	Probably Improve	Definitely Improve
78. Police patrols	1	2	3	4	5
79. Fire and Rescue	1	2	3	4	5
80. Parks and Recreation	1	2	3	4	5
81. Road and Street Maintenance	1	2	3	4	5
82. Trash and Garbage Collection	1	2	3	4	5
83. Libraries	1	2	3	4	5
84. Building Code Enforcement	1	2	3	4	5
85. Building Permitting	1	2	3	4	5

86. Which of the following best represents your view of incorporation? Choose ONE answer:

1. Prefer to remain unincorporated
2. Prefer to incorporate
3. Prefer to be annexed into another area
4. Not sure/need more information
5. Other

A. Please explain the reasons for your answer. Write your answer below (use separate paper if you need more space):

WEBSITE

87. Were you aware that the County government has a web site (miamidade.gov)? Choose ONE answer:

1. Yes
2. No

88. Do you have Internet access? Choose ONE answer:

1. Yes
2. No

89. How often have you visited Miami-Dade County government's website in the past 6 months? Choose ONE answer:

1. Never visited/None (Skip to Q. 95)
2. Once or twice
3. Several times
4. About once a month
5. About once a week or more frequently

90. How would you rate your experience with Miami-Dade County's website compared to other web sites you have visited (either government or private)? Choose ONE answer:

1. Very good
2. Good
3. So-so
4. Poor
5. Very poor

Thinking about the website, to what extent do you agree or disagree with each of the following? Choose ONE answer for each line across:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
91. It is easy to find what I want or need on the website	1	2	3	4	5
92. The website has the kind of information or services I need	1	2	3	4	5
93. The website is visually appealing/has a good design	1	2	3	4	5

94. For what reason have you primarily used the Miami-Dade website? Choose ONE answer:

1. Just surfing
2. General information
3. Information on a particular service
4. To make a payment
5. Other

THE COUNTY GOVERNMENT OVERALL

To what extent do you agree or disagree with each of the following statements about Miami-Dade County government? Choose ONE answer for each line across:

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
95. Takes accountability for its actions	1	2	3	4	5
96. Takes a genuine interest in the well-being of its residents	1	2	3	4	5
97. Behaves ethically and honestly	1	2	3	4	5
98. Represents the needs of all its residents	1	2	3	4	5
99. Delivers excellent public services that address community needs and enhance quality of life	1	2	3	4	5

Strongly Disagree						
Neither Agree Nor Disagree						
Strongly Agree						
100. Provides a safe, quality neighborhood	1	2	3	4	5	6
101. Has an effective transportation system	1	2	3	4	5	6
102. Effectively promotes growth of business in the County	1	2	3	4	5	6
103. Effectively develops low income/poor areas in the County	1	2	3	4	5	6
104. Encourages healthy and repeated tourism	1	2	3	4	5	6
105. Attracts community-enhancing companies to Miami-Dade County	1	2	3	4	5	6
106. Uses your tax dollars wisely	1	2	3	4	5	6
107. Continuously improves services	1	2	3	4	5	6
108. Communicates to residents on a timely basis regarding matters affecting them	1	2	3	4	5	6
109. Is innovative in how it operates and uses new methods and technologies	1	2	3	4	5	6

110. To what extent do you agree or disagree: It is easy to express my opinion to the County government on matters that affect me. *Choose ONE answer:*

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

FINAL QUESTIONS

111. Would you recommend Miami-Dade County as a place to live to your family, friends, or colleagues? *Choose ONE answer:*

1. Yes, definitely
2. Yes, probably
3. Not sure
4. No, probably not
5. No, definitely not

112. Do you believe County government will take action on the issues identified in this survey? *Choose ONE answer:*

1. Yes, definitely
2. Yes, probably
3. Not sure
4. No, probably not
5. No, definitely not

B. If there are one or two quick actions that Miami-Dade County government could take now to improve your area/quality of life, what would they be? *Write your answer below (use separate paper if you need more space):*

DEMOGRAPHICS

The following questions ask about personal information. These answers are important to make sure that the survey answers represent all members of the community. **Answers are grouped together and individual responses are kept strictly anonymous and confidential.** If you feel you do not want to supply this information you may just skip these questions.

113. Are you...? *Choose ONE answer:*

1. Male
2. Female

114. What is your race/ethnic background? *Choose ONE answer:*

1. White/Caucasian
2. Black/African American
3. Hispanic/Latino
4. Asian/Pacific Islander
5. Native American
6. Other

115. What type of residence do you live in? *Choose ONE answer:*

1. Single family unit
2. Duplex or multi-family unit
3. Apartment/Condominium home not part of a complex or community
4. Apartment/Condominium home that is part of a complex or community
5. Other

116. Do you own or rent your residence? *Choose ONE answer:*

1. Own
2. Rent

117. How long have you lived in Miami Dade County? *Choose ONE answer:*

1. Less than 6 months
2. 6 months but less than 1 year
3. 1 to 2 years
4. More than 2 years but less than 5 years
5. 5 years or more

118. What is your age? *Choose ONE answer:*

1. 24 years old or under
2. 25 to 34 years old
3. 35 to 44 years old
4. 45 to 54 years old
5. 55 to 64 years old
6. 65 years or older

119. What is the combined annual income of all members of your household from all sources? *Choose ONE answer:*

1. Under \$25,000
2. \$25,000 to \$49,000
3. \$50,000 to \$74,000
4. \$75,000 to \$99,000
5. \$100,000 to \$199,000
6. \$200,000 or more

120. Are you a registered voter? *Choose ONE answer:*

1. Yes
2. No
3. Don't remember

121. Would you like someone in the County government to call you so you can express other ideas or concerns you may have?

Choose ONE answer:

1. Yes
2. No

C. For what purpose would you like the County government to contact you? *Write your answer below (use separate paper if you need more space):*

**Please place your completed survey into
the pre-addressed, postage-paid
envelope provided and drop in any
mailbox.**

**Thank you very much for your time and
participation in this important Miami-
Dade County Government Initiative!**

Countywide Resident Satisfaction Survey

Dear Miami-Dade County Resident:

Recently your household was sent a postcard from County Manager Steve Shiver stating that your household was randomly selected to participate in the 2003 Resident Satisfaction Survey. Miami-Dade County government wants to improve its services and it needs to hear your views to better meet your service expectations. This questionnaire will take you about 10 - 15 minutes to complete and we appreciate your participation.

This survey should only be completed by residents of Miami-Dade County (i.e., people who live within Miami-Dade County). The Hay Group, an internationally recognized survey research firm, is handling all processing of the results. Please be assured that all responses will be grouped together and remain **anonymous**. Your input in this random sample is very important and your responses will be treated **confidentially**. If a question does not apply to you, or you have no idea how to answer, skip it or circle the choice labelled "Don't Know or Not Applicable".

Please note: By turning this survey over, you may complete it in Spanish.

Please reply within 5 days using the enclosed pre-paid, pre-addressed envelope to the Hay Group. If you have any questions, please contact Miami-Dade's survey hotline at 305-375-1111 or e-mail to hayinsight@haygroup.com. Thank you in advance for your participation.

IN GENERAL

1. Overall, how would you rate Miami-Dade County as a place to live? Choose **ONE** answer by circling the number:

1. One of the best places to live
2. Above average
3. Average
4. Below average
5. One of the worst

How would you rate Miami-Dade County regarding each of the following? Choose **ONE** answer for each line across:

	Very Poor	So-So	Good	Very Good
2. As a place to raise children	1	2	3	4
3. As a place to work	1	2	3	4
4. As a place to retire	1	2	3	4
5. As having a sense of community	1	2	3	4
6. As having quality job opportunities	1	2	3	4
7. As a place that offers recreational and cultural activities	1	2	3	4
8. Overall appearance of Miami-Dade County	1	2	3	4

9. When you think of Miami-Dade County government, what comes to mind? Write your answer below:

SERVICES

10. How much do you know about the services provided by Miami-Dade County government? Choose **ONE** answer:

1. A great deal
2. Quite a bit
3. Some
4. Little
5. Very little

11. Overall, how would you rate the services provided by Miami-Dade County government? Choose **ONE** answer:

1. Very good
2. Good
3. So-so
4. Poor
5. Very poor
6. Don't know

12. Do you live in a municipality within Miami-Dade County? (A municipality is a city, town or village in the geographic area of Miami-Dade County. Examples include the Cities of Hialeah, South Miami or Coral Gables.)

1. Yes
2. No (Skip to Q.14)

13. Overall, how would you rate the services provided by your municipality? Choose **ONE** answer:

1. Very good
2. Good
3. So-so
4. Poor
5. Very poor
6. Don't know

How would you rate each of the following government-managed services, programs, or attributes? Choose **ONE** answer for each line across:

	Very Poor	So-So	Good	Very Good
14. Airport (MIA)	1	2	3	4
15. Seaport (cruise lines, cargo)	1	2	3	4
16. Environmental protection (air quality, water quality)	1	2	3	4
17. Ease of travel by car	1	2	3	4
18. Ease of travel by mass transit	1	2	3	4
19. Street cleanliness/smoothness	1	2	3	4
20. Property tax appraisal and collection	1	2	3	4
21. Development and land use/zoning in your neighborhood	1	2	3	4
22. Development and land use/zoning across the County	1	2	3	4

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		Very Poor				
		So-So				
		Very Good				
23.	Building code enforcement and permit process	1	2	3	4	5
24.	Library services	1	2	3	4	5
25.	Fire service	1	2	3	4	5
26.	Parks ground maintenance	1	2	3	4	5
27.	Recreation programs and facilities	1	2	3	4	5
28.	Trash and recycling collection	1	2	3	4	5
29.	Police	1	2	3	4	5
30.	Storm drainage (water run-off)	1	2	3	4	5
31.	Water service and treatment	1	2	3	4	5
32.	Health and human services (e.g., Head Start, elderly, disabled services, etc.)	1	2	3	4	5
33.	Emergency medical services/ambulances	1	2	3	4	5

CUSTOMER SERVICE

34. When you need to contact the County government directly, what is the primary resource you use to find out where to call or visit? *Choose ONE answer:*
1. Blue pages (telephone book)
 2. Miami-Dade Television Cable Channel (MDTV)
 3. Miami-Dade County Answer Center (305-468-5900)
 4. Call 411
 5. Website (miamidade.gov)
 6. Other _____
35. How helpful is this resource? *Choose ONE answer:*
1. Very helpful
 2. Quite helpful
 3. Somewhat helpful
 4. Of little help
 5. Of no help
36. Have you personally contacted, either by phone or in person, any Miami-Dade County government departments in the last 6 months? *Choose ONE answer:*
1. No (*skip to Q. 45*)
 2. Yes, once or twice
 3. Yes, three to five times
 4. Yes, six times or more
37. Regarding which service did you need to most recently contact Miami-Dade County government? *Write your answer below:*
- _____

Thinking about that most recent contact experience, would you say you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree with each of the following? *Choose ONE answer for each line across:*

		Strongly Disagree				
		Neither Agree Nor Disagree				
		Strongly Agree				
38.	It was easy to find the person I was looking for	1	2	3	4	5
39.	I was able to get my question/concern resolved	1	2	3	4	5
40.	The employees that assisted me were courteous and professional	1	2	3	4	5
41.	The employees went the extra mile to get my issue heard and resolved	1	2	3	4	5
42.	I was directed to the right person when my first contact was unable to help	1	2	3	4	5

43. All in all, how satisfied were you with this experience? *Choose ONE answer:*
1. Very satisfied
 2. Satisfied
 3. Neither satisfied nor dissatisfied
 4. Dissatisfied
 5. Very dissatisfied
44. How many individuals did you need to interact with until you got your issue or concern addressed? _____ # of contacts.
45. **{Skip this question if you have contacted the County government in the last 6 months}** If you have not personally contacted Miami-Dade County government, would you say that the main reason is because...? *Choose ONE answer:*
1. You have had no need to contact
 2. You tried to, but it was too difficult to make the contact
 3. You wanted to, but felt it would be too difficult or it would be of no value
 4. Other

CONTACT

46. If you needed to call the County government, after how many rings would you expect the telephone to be answered? _____ # of rings
47. If you called the County government and your request for information could not be addressed immediately, how long would you expect someone to get back to you? *Write in a number and circle the timeframe* _____ min / hr / days
48. If you called the County government and the person who first answers the phone could not address your request for information, how many transfers to find the right person would you consider as acceptable? _____ # of transfers
49. If you visited a County government office and did not have an appointment, how long would you consider it acceptable to wait? _____ min.

TRANSPORTATION

50. How frequently do you use Mass transportation? Choose **ONE** answer:

1. Almost every day
2. One to three times a week
3. One to three times a month
4. Less than once a month

How would you rate each of the following aspects of transportation? Choose **ONE** answer for each line across:

	Don't Know/Not Applicable	Very Poor	Poor	So-So	Good	Very Good
51. Frequency of Metrorail service	1	2	3	4	5	6
52. Frequency of Metrobus service	1	2	3	4	5	6
53. Reliability of Metrorail service	1	2	3	4	5	6
54. Reliability of Metrobus service	1	2	3	4	5	6
55. Convenience of Metrobus routes	1	2	3	4	5	6
56. Cleanliness of buses and train cars	1	2	3	4	5	6
57. Ease of finding out which trains and buses to take	1	2	3	4	5	6
58. Quality of the roadways and road signs	1	2	3	4	5	6
59. Traffic signal coordination during peak congestion times	1	2	3	4	5	6
60. The transportation to and from the airport	1	2	3	4	5	6
61. The transportation to and from the beaches	1	2	3	4	5	6

62. To what extent do you agree or disagree: The County is pedestrian friendly. Choose **ONE** answer:

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

ABOUT YOUR NEIGHBORHOOD

63. All in all, how safe do you feel walking alone in your neighborhood during the day? Choose **ONE** answer:

1. Extremely safe
2. Quite safe
3. Safe
4. Unsafe
5. Very unsafe

64. All in all, how safe do you feel walking alone in your neighborhood during the evening? Choose **ONE** answer:

1. Extremely safe
2. Quite safe
3. Safe
4. Unsafe
5. Very unsafe

Thinking about just your neighborhood, would you rate each of the following as a major problem, minor problem, or not a problem? Choose **ONE** answer for each line across:

	Don't Know	Not a Problem	Minor Problem	Major Problem
65. Vacant lots or abandoned properties	1	2	3	4
66. Homelessness	1	2	3	4
67. Pollution	1	2	3	4
68. Flooding	1	2	3	4
69. Amount of run-down houses and buildings	1	2	3	4
70. Litter, debris, abandoned cars, etc.	1	2	3	4
71. Loitering youth	1	2	3	4
72. Congestion on the roadways	1	2	3	4
73. Crime	1	2	3	4
74. Graffiti	1	2	3	4
75. Lack of affordable recreational and park services	1	2	3	4
76. Lack of affordable housing	1	2	3	4

COMMUNICATIONS

77. Where do you usually get your "news" about the County government? Choose **ONE** answer:

1. Neighbors or friends
2. Radio
3. Television (e.g., MDTV, evening news, etc.)
4. Newspaper (e.g., County Citizen, Herald, etc.)
5. Website (miamidade.gov)
6. Other _____

78. In what light does this news generally portray County government? Choose **ONE** answer:

1. It puts the County government in a very positive light
2. Sometimes positive, sometimes negative, but overall positive
3. Neither positive nor negative
4. Sometimes positive, sometimes negative, but overall negative
5. Very negative

79. Do you feel this information is credible? Choose **ONE** answer:

1. Very credible
2. Quite credible
3. Somewhat credible
4. Of little credibility
5. Of no credibility

WEBSITE

80. Were you aware that the County government has a web site (miamidade.gov)? Choose **ONE** answer:

1. Yes
2. No

81. Do you have Internet access? Choose **ONE** answer:

1. Yes
2. No

82. How often have you visited Miami-Dade County government's website in the past 6 months? *Choose ONE answer:*

1. Never visited/None (*Skip to Q. 88*)
2. Once or twice
3. Several times
4. About once a month
5. About once a week or more frequently

83. How would you rate your experience with Miami-Dade County's website compared to other web sites you have visited (either government or private)? *Choose ONE answer:*

1. Very good
2. Good
3. So-so
4. Poor
5. Very poor

Thinking about the website, to what extent do you agree or disagree with each of the following? *Choose ONE answer for each line across:*

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
84. It is easy to find what I want or need on the website	1	2	3	4	5
85. The website has the kind of information or services I need	1	2	3	4	5
86. The website is visually appealing/has a good design	1	2	3	4	5

87. For what reason have you primarily used the Miami-Dade website? *Choose ONE answer:*

1. Just surfing
2. General information
3. Information on a particular service
4. To make a payment
5. Other

THE COUNTY GOVERNMENT OVERALL

To what extent do you agree or disagree with each of the following statements about Miami-Dade County government? *Choose ONE answer for each line across:*

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
88. Takes accountability for its actions	1	2	3	4	5
89. Takes a genuine interest in the well-being of its residents	1	2	3	4	5
90. Behaves ethically and honestly	1	2	3	4	5
91. Represents the needs of all its residents	1	2	3	4	5

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
92. Delivers excellent public services that address community needs and enhances quality of life	1	2	3	4	5
93. Has an effective transportation system	1	2	3	4	5
94. Effectively promotes growth of business in the County	1	2	3	4	5
95. Effectively develops low income/poor areas in the County	1	2	3	4	5
96. Encourages healthy and repeated tourism	1	2	3	4	5
97. Attracts community-enhancing companies to Miami-Dade County	1	2	3	4	5
98. Uses your tax dollars wisely	1	2	3	4	5
99. Continuously improves services	1	2	3	4	5
100. Communicates to residents on a timely basis regarding matters that affect me	1	2	3	4	5
101. Is innovative in how it operates and uses new methods and technologies	1	2	3	4	5

102. To what extent do you agree or disagree: It is easy to express my opinion to the County government on matters that affect me. *Choose ONE answer:*

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree
6. Don't know

FINAL QUESTIONS

103. Would you recommend Miami-Dade County as a place to live to your family, friends, or colleagues? *Choose ONE answer:*

1. Yes, definitely
2. Yes, probably
3. Not sure
4. No, probably not
5. No, definitely not

104. Do you believe County government will take action on the issues identified in this survey? *Choose ONE answer:*

1. Yes, definitely
2. Yes, probably
3. Not sure
4. No, probably not
5. No, definitely not

- A. If there are one or two quick actions that Miami-Dade County government could take now to improve your area/quality of life, what would they be? *Write your answer below (use separate paper if you need more space):*

DEMOGRAPHICS

The following questions ask about personal information. These answers are important to make sure that the survey answers represent all members of the community. **Answers are grouped together and individual responses are kept strictly anonymous and confidential.** If you feel you do not want to supply this information you may just skip these questions.

105. Are you...? *Choose ONE answer:*

1. Male
2. Female

106. What is your race/ethnic background? *Choose ONE answer:*

1. White/Caucasian
2. Black/African American
3. Hispanic/Latino
4. Asian/Pacific Islander
5. Native American
6. Other

107. What type of residence do you live in? *Choose ONE answer:*

1. Single family unit
2. Duplex or multi-family unit
3. Apartment/Condominium home not part of a complex or community
4. Apartment/Condominium home that is part of a complex or community
5. Other

108. Do you own or rent your residence? *Choose ONE answer:*

1. Own
2. Rent

109. How long have you lived in Miami-Dade County? *Choose ONE answer:*

1. Less than 6 months
2. 6 months but less than 1 year
3. 1 to 2 years
4. More than 2 years but less than 5 years
5. 5 years or more

110. What is your age? *Choose ONE answer:*

1. 24 years old or under
2. 25 to 34 years old
3. 35 to 44 years old
4. 45 to 54 years old
5. 55 to 64 years old
6. 65 years or older

111. What is the combined annual income of all members of your household from all sources? *Choose ONE answer:*

1. Under \$25,000
2. \$25,000 to \$49,000
3. \$50,000 to \$74,000
4. \$75,000 to \$99,000
5. \$100,000 to \$199,000
6. \$200,000 or more

112. Are you...? *Choose ONE answer:*

1. Currently employed in Miami-Dade County
2. Currently employed but not in Miami-Dade County
3. Retired
4. Not currently employed, but not retired

113. Are you a registered voter? *Choose ONE answer:*

1. Yes
2. No
3. Don't know

114. Would you like someone in the County government to call you so you can express other ideas or concerns you may have?

1. Yes
2. No

- B. For what purpose would you like the County government to contact you? *Write your answer below (use separate paper if you need more space):*

Please place your completed survey into the pre-addressed, postage-paid envelope provided and drop in any mailbox.

Thank you very much for your time and participation in this important Miami-Dade County Government Initiative!